

# Prescription Drug Frequently Asked Questions (FAQs)

Beginning January 1<sup>st</sup>, 2019, maintenance medications will be required to be filled as a 90-day supply through home delivery (mail order) or picked up at a CVS or Walgreens pharmacy. Review these FAQs for more information.

## 1. What are maintenance medications?

Maintenance medications are medications prescribed for chronic, long-term conditions and/or medications taken on a regular, recurring basis. Examples of chronic conditions that may require maintenance drugs are: high-blood pressure, high cholesterol and diabetes, as well as other prescribed medications taken on a recurring basis (i.e. vitamins).

## 2. What is the advantage of getting a 90-day supply versus a 30-day supply of my maintenance medication?

By getting a 90-day supply, you'll make fewer trips to the pharmacy (saving you time), and you'll only need to make one payment every three months. In addition, there are cost savings for getting one 90-day supply versus three 30-day supplies at retail (saving you money). Also, with a 90-day supply, you're less likely to miss a dose, which can keep you healthier.

## 3. What happens if I fill my long-term, maintenance medication every 30 days at my pharmacy?

Effective January 1, 2019, you will be allowed two courtesy 30-day fills of your maintenance medications at your retail pharmacy. Thereafter, if you keep filling a 30-day supply at the pharmacy you will be responsible for paying the full cost of your medicine.

## 4. What does "full cost" mean?

"Full cost" is the actual cost of your medicine. For example, the actual cost of the medicine might be \$100, but your copayment might only be \$25. Full cost means that your payment would be the entire \$100 and that Express Scripts will not cover any portion of the cost.

## 5. What two things do I need to do to avoid paying full cost of my maintenance medication beginning in 2019?

- Get a 90-day supply instead of a 30-day supply; AND
- Get your 90-day supply either through the Express Scripts Pharmacy home delivery (mail order) program, or at a CVS or Walgreens pharmacy.

## 6. How do I get my maintenance medication delivered through the Express Scripts Pharmacy home delivery (mail order) program?

- Login to [www.express-scripts.com](http://www.express-scripts.com) (Register if it's your first visit.)

- If you have a NEW prescription:
  - Contact your doctor to request a 90-day prescription that he/she can ePrescribe directly to Express Scripts
  - **OR** print a form by selecting “Forms” or “Forms & Cards” from the menu under ‘Benefits’, print a mail order form and follow the mailing instructions
  - **OR** call Express Scripts at 866-718-7947 and they’ll contact your doctor for you
- If you already have a prescription:
  - Check “Order Status” online or use the Express Scripts mobile app to view details and track shipping. (Access the app by searching for “Express Scripts” in the app store. Download it for free.)
  - Transfer retail prescriptions to home delivery by clicking “Add to Cart” and check out. Express Scripts will contact your doctor on your behalf and take care of the rest.

**7. How soon will I get my medication delivered from the Express Scripts Pharmacy home delivery program?**

Allow 10 to 14 days for your first prescription order to be shipped, and about 8 days for an existing prescription to be shipped. Your medicine will be delivered in a confidential, tamper-proof, weather-resistant package. Free standard shipping is included.

**8. If I already use the Express Scripts Pharmacy home delivery program to get my maintenance medications, do I need to change anything?**

No. You don’t need to do a thing!

**9. How can I find a participating CVS or Walgreens pharmacy near me to purchase my 90-day supply maintenance medication?**

Login or register at [www.express-scripts.com/90day](http://www.express-scripts.com/90day) and select “Prescriptions”, then “Find a Pharmacy”. CVS and Walgreens pharmacies will be noted in your search.

**10. What if the cost of my maintenance medication at retail is lower than the Hofstra copayment amount?**

If your medication’s price at a retail pharmacy is lower than the copayment amount, you won’t pay more than the retail pharmacy’s cash price.

**11. What if I have additional questions?**

If you have questions email the Hofstra Benefits Team at [benefits@hofstra.edu](mailto:benefits@hofstra.edu).